

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 05/07/2015
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 154020		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 03/18/2015	
NAME OF PROVIDER OR SUPPLIER REGIONAL MENTAL HEALTH CENTER				STREET ADDRESS, CITY, STATE, ZIP CODE 8555 TAFT ST MERRILLVILLE, IN 46410			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)			ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5) COMPLETION DATE
A 000	<p>INITIAL COMMENTS</p> <p>This visit was for one Federal hospital complaint investigation of an unaccredited facility.</p> <p>Complaint Number: IN00168212</p> <p>Substantiated: deficiencies cited related to allegations.</p> <p>Date: 3/18/15</p> <p>Facility Number: 005184</p> <p>Surveyor: Jacqueline Brown, R.N., Public Health Nurse Surveyor</p>			A 000			
A 117	<p>QA: cloughlin 03/26/15</p> <p>482.13(a)(1) PATIENT RIGHTS: NOTICE OF RIGHTS</p> <p>A hospital must inform each patient, or when appropriate, the patient's representative (as allowed under State law), of the patient's rights, in advance of furnishing or discontinuing patient care whenever possible.</p> <p>This STANDARD is not met as evidenced by: Based on document review and staff interview, the facility failed to inform each patient, or patient's representative of the patient's rights in advance of furnishing patient care for 1 of 1 (Adult Inpatient Unit [AIU]) area.</p> <p>Findings:</p> <p>1. Review of the Plan for Professional Services</p>			A 117			4/29/15

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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A 117	Continued From page 1 and Staff Composition on 3/18/15 at approximately 1040 hours, indicated on pg. 14, under Inpatient Program Admission Criteria section, point 2., "The client is willing to voluntarily consent to treatment or is eligible for admission on an involuntary basis." 2. Staff #5 (R.N., Charge Nurse for AIU) was interviewed on 3/18/15 at approximately 1355 hours and confirmed patients are sometimes brought up to the AIU by staff from the RAU (Residential Addictions Unit) downstairs to get a shot or TB (tuberculosis) test. Medical records for the patients being brought up to the AIU from the RAU who received medical treatment and/or medications do not have a medical record maintained on the AIU. 3. Staff #6 (R.N., Staff Nurse for AIU) was interviewed on 3/18/15 at approximately 1415 hours and confirmed sometimes the patients are brought up to the AIU, especially if they get a Phenergan shot. 4. Due to the lack of medical records, patient's rights were not furnished in advance of rendering patient care and consent to treatment was not documented.	A 117			
A 131	482.13(b)(2) PATIENT RIGHTS: INFORMED CONSENT The patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request	A 131		4/29/15	

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A 131	<p>Continued From page 2</p> <p>or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.</p> <p>This STANDARD is not met as evidenced by: Based on document review and staff interview the facility failed to ensure informed consent for patients in advance of furnishing patient care for 1 of 1 (Adult Inpatient Unit [AIU]) area toured.</p> <p>Findings:</p> <ol style="list-style-type: none"> 1. Review of the Plan for Professional Services and Staff Composition on 3/18/15 at approximately 1040 hours, indicated on pg. 14, under Inpatient Program Admission Criteria section, point 2., "The client is willing to voluntarily consent to treatment or is eligible for admission on an involuntary basis." 2. Staff #5 (R.N., Charge Nurse for AIU) was interviewed on 3/18/15 at approximately 1355 hours and confirmed patients are sometimes brought up to the AIU by staff from the RAU (Residential Addictions Unit) downstairs to get a shot or TB (tuberculosis) test. Medical records for the patients being brought up to the AIU from the RAU who received medical treatment and/or medications do not have a medical record maintained on the AIU. 3. Staff #6 (R.N., Staff Nurse for AIU) was interviewed on 3/18/15 at approximately 1415 hours and confirmed sometimes the patients are brought up to the AIU, especially if they get a Phenergan shot. 4. Due to the lack of medical records, informed 	A 131			

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A 131	Continued From page 3 consent to treatment was not documented and patient's rights were not furnished in advance of rendering patient care.	A 131			
A 392	482.23(b) STAFFING AND DELIVERY OF CARE The nursing service must have adequate numbers of licensed registered nurses, licensed practical (vocational) nurses, and other personnel to provide nursing care to all patients as needed. There must be supervisory and staff personnel for each department or nursing unit to ensure, when needed, the immediate availability of a registered nurse for bedside care of any patient. This STANDARD is not met as evidenced by: Based on policy and procedure review, document review, and staff interview the facility failed to provide adequate numbers of personnel to ensure the availability of a registered nurse for bedside care of any patient on 1 of 1 (Adult Inpatient Unit) area toured. Findings: 1. Policy titled, "Clinical Staffing Plan Inpatient Unit - Procedure" revised/reapproved 10/28/10 was reviewed on 3/18/15 at approximately 1055 hours and confirmed staffing for the AIU is 3 MHTs (Mental Health Technicians) on the Day and Evening shifts, unless patient census is 9 and below. 2. Nursing staffing pattern, acuity, and census for the AIU for 2/1/15 through 2/28/15, was reviewed on 3/18/15 at 1130 hours and facility did not meet its guidelines. On 2-4-15, 2-6-15, 2-10-15, 2-19-15, 2-20-15, and 2-23-15 there were only 2 MHTs working on the AIU on the day shift (1st),	A 392			4/29/15

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A 392	Continued From page 4 except for 2-10-15 which was on the evening shift (2nd); patient census for these days was 10, 10, 10, 15, 11, and 10, respectively. There should have been 3 MHTs on the day and evening shifts as required by facility policy and procedure. 3. Staff #4 (R.N., Nursing Supervisor for AIU) and staff #3 (Director of Acute Intensive Services & Substance Abuse Units, including Residential Addictions Unit [RAU]) were interviewed simultaneously and confirmed: A. the AIU is staffed on the 1st and 2nd shifts with 1 Charge RN and 1 Staff RN, with 3 Mental Health Techs (MHTs) on each shift. The 3rd shift is staffed by 1 RN and 2 MHTs. B. on 2-4-15, 2-6-15, 2-10-15, 2-19-15, 2-20-15, and 2-23-15 there were only 2 MHTs working on the AIU on the day shift (1st), except for 2-10-15 which was on the evening shift (2nd); patient census for these days was 10, 10, 10, 15, 11, and 10, respectively. There should have been 3 MHTs on the day and evening shifts as required by facility policy and procedure.	A 392			
A 438	482.24(b) FORM AND RETENTION OF RECORDS The hospital must maintain a medical record for each inpatient and outpatient. Medical records must be accurately written, promptly completed, properly filed and retained, and accessible. The hospital must use a system of author identification and record maintenance that ensures the integrity of the authentication and protects the security of all record entries. This STANDARD is not met as evidenced by: Based on policy and procedure review and staff interview the facility failed to maintain a medical	A 438		4/29/15	

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A 438	Continued From page 5 record for each patient on 1 of 1 (Adult Inpatient Unit [AIU]) area toured. Findings: 1. Policy titled, "Inpatient Medication Administration -Procedure" revised/reapproved 5/10/11 was reviewed on 3/18/15 at approximately 1100 hours and confirmed on pg. 3, point 12, "Medications are to be charted at the time the medication is administered." 2. Staff #5 (R.N., Charge Nurse for AIU) was interviewed on 3/18/15 at approximately 1355 hours and confirmed patients are sometimes brought up to the AIU by staff from the RAU (Residential Addictions Unit) downstairs to get a shot or TB (tuberculosis) test. Medical records for the patients being brought up to the AIU from the RAU who received medical treatment and/or medications do not have a medical record maintained on the AIU. 3. Staff #6 (R.N., Staff Nurse for AIU) was interviewed on 3/18/15 at approximately 1415 hours and confirmed sometimes the patients are brought up to the AIU, especially if they get a Phenergan shot.	A 438			
A 466	482.24(c)(4)(v) CONTENT OF RECORD: INFORMED CONSENT [All records must document the following, as appropriate:] Properly executed informed consent forms for procedures and treatments specified by the medical staff, or by Federal or State law if applicable, to require written patient consent.	A 466		4/29/15	

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A 466	<p>Continued From page 6</p> <p>This STANDARD is not met as evidenced by: Based on document review and staff interview the facility failed to ensure properly executed informed consent forms for procedures and treatments in advance of furnishing patient care for 1 of 1 (Adult Inpatient Unit [AIU]) area toured.</p> <p>Findings:</p> <ol style="list-style-type: none"> 1. Review of the Plan for Professional Services and Staff Composition on 3/18/15 at approximately 1040 hours, indicated on pg. 14, under Inpatient Program Admission Criteria section, point 2., "The client is willing to voluntarily consent to treatment or is eligible for admission on an involuntary basis." 2. Staff #5 (R.N., Charge Nurse for AIU) was interviewed on 3/18/15 at approximately 1355 hours and confirmed patients are sometimes brought up to the AIU by staff from the RAU (Residential Addictions Unit) downstairs to get a shot or TB (tuberculosis) test. Medical records for the patients being brought up to the AIU from the RAU who received medical treatment and/or medications do not have a medical record maintained on the AIU. 3. Staff #6 (R.N., Staff Nurse for AIU) was interviewed on 3/18/15 at approximately 1415 hours and confirmed sometimes the patients are brought up to the AIU, especially if they get a Phenergan shot. 4. Due to the lack of medical records, patient's consent to treatment was not documented in advance of rendering patient care. 	A 466			